NIH Help Desk Monthly Summary Report
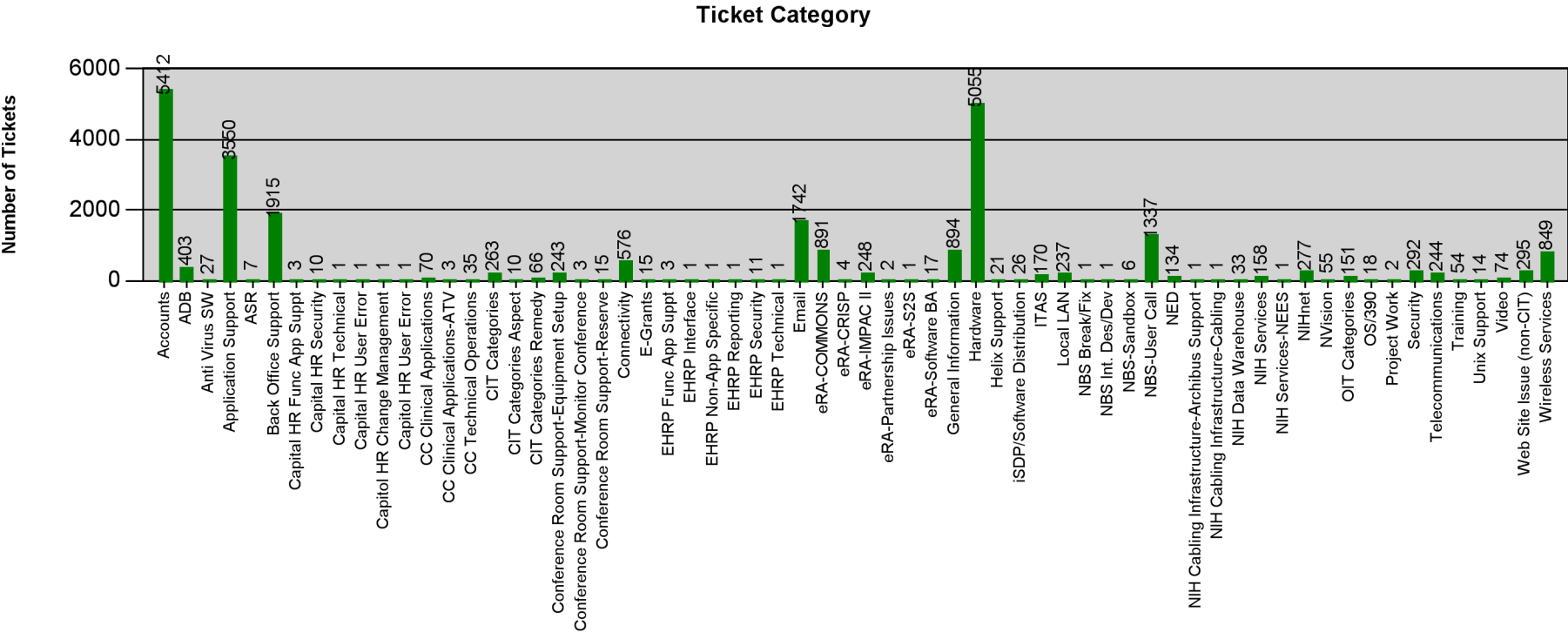
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

CIT
Center for Information Technology

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 25954

Ticket Category

Bar chart — Number of Tickets by Ticket Category:

Category	Number of Tickets
Accounts	5412
ADB	403
Anti Virus SW	27
Application Support	3550
ASR	7
Back Office Support	915
Capital HR Func App Suppt	3
Capital HR Security	10
Capital HR Technical	1
Capital HR User Error	1
Capitol HR Change Management	1
Capitol HR User Error	1
CC Clinical Applications	70
CC Clinical Applications-ATV	3
CC Technical Operations	35
CIT Categories	263
CIT Categories Aspect	10
CIT Categories Remedy	66
Conference Room Support-Equipment Setup	243
Conference Room Support-Monitor Conference	3
Conference Room Support-Reserve	15
Connectivity	576
E-Grants	15
EHRP Func App Suppt	3
EHRP Interface	1
EHRP Non-App Specific	1
EHRP Reporting	1
EHRP Security	11
EHRP Technical	1
Email	1742
eRA-COMMONS	891
eRA-CRISP	4
eRA-IMPAC II	248
eRA-Partnership Issues	2
eRA-S2S	1
eRA-Software BA	17
General Information	894
Hardware	5055
Helix Support	21
iSDP/Software Distribution	26
ITAS	170
Local LAN	237
NBS Break/Fix	1
NBS Int. Des/Dev	1
NBS-Sandbox	6
NBS-User Call	1337
NED	134
NIH Cabling Infrastructure-Archibus Support	1
NIH Cabling Infrastructure-Cabling	1
NIH Data Warehouse	33
NIH Services	158
NIH Services-NEES	1
NIHnet	277
NVision	55
OIT Categories	151
OS/390	18
Project Work	2
Security	292
Telecommunications	244
Training	54
Unix Support	14
Video	74
Web Site Issue (non-CIT)	295
Wireless Services	849

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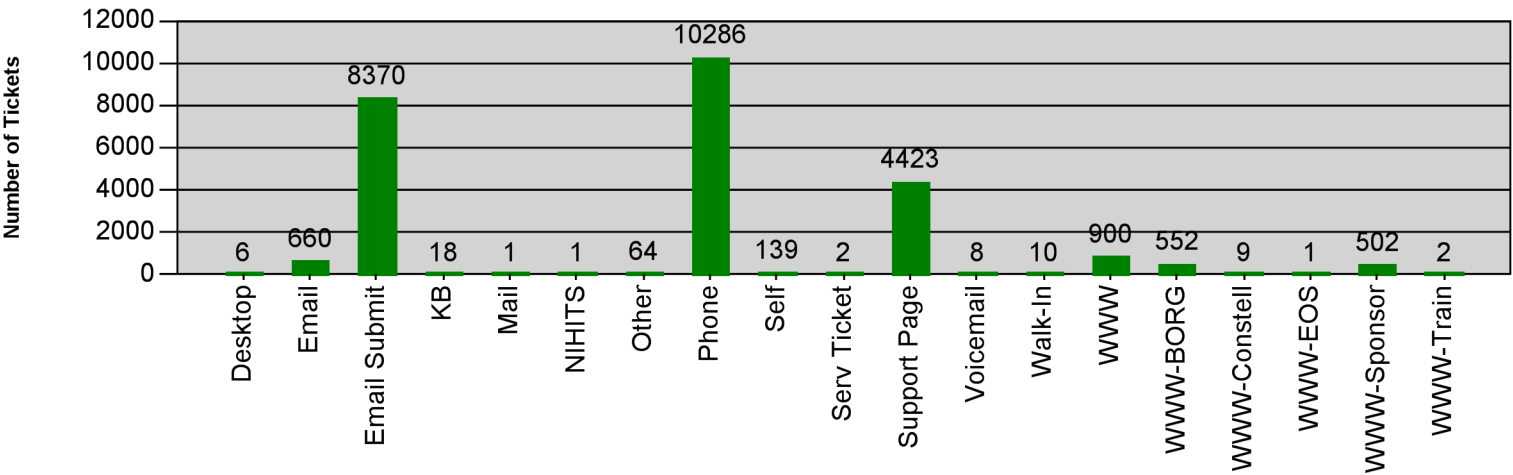
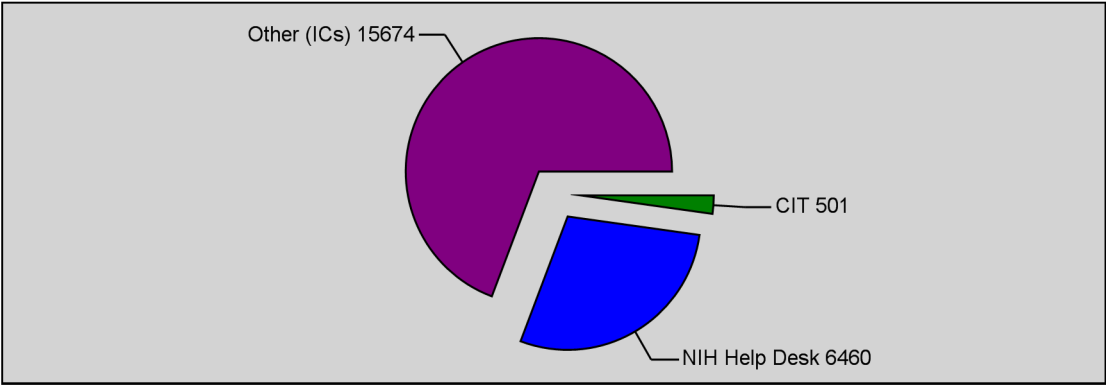For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 25954

Bar chart — Number of Tickets by source:

Source	Number of Tickets
Desktop	6
Email	660
Email Submit	8370
KB	18
Mail	1
NIHITS	1
Other	64
Phone	10286
Self	139
Serv Ticket	2
Support Page	4423
Voicemail	8
Walk-In	10
WWW	900
WWW-BORG	552
WWW-Constell	9
WWW-EOS	1
WWW-Sponsor	502
WWW-Train	2

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Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 22635

* NOTE: - includes closed no response

Tickets Closed

CIT	501	1.93 %
NIH Help Desk	6460	24.89 %
Other (ICs)	15674	60.39 %
Total:	**25954**	**100.00 %**

Tickets assigned to and closed by the NIH Help Desk, other CIT divisions, and Other (ICs)
These tickets were Opened and Closed within the selected period.
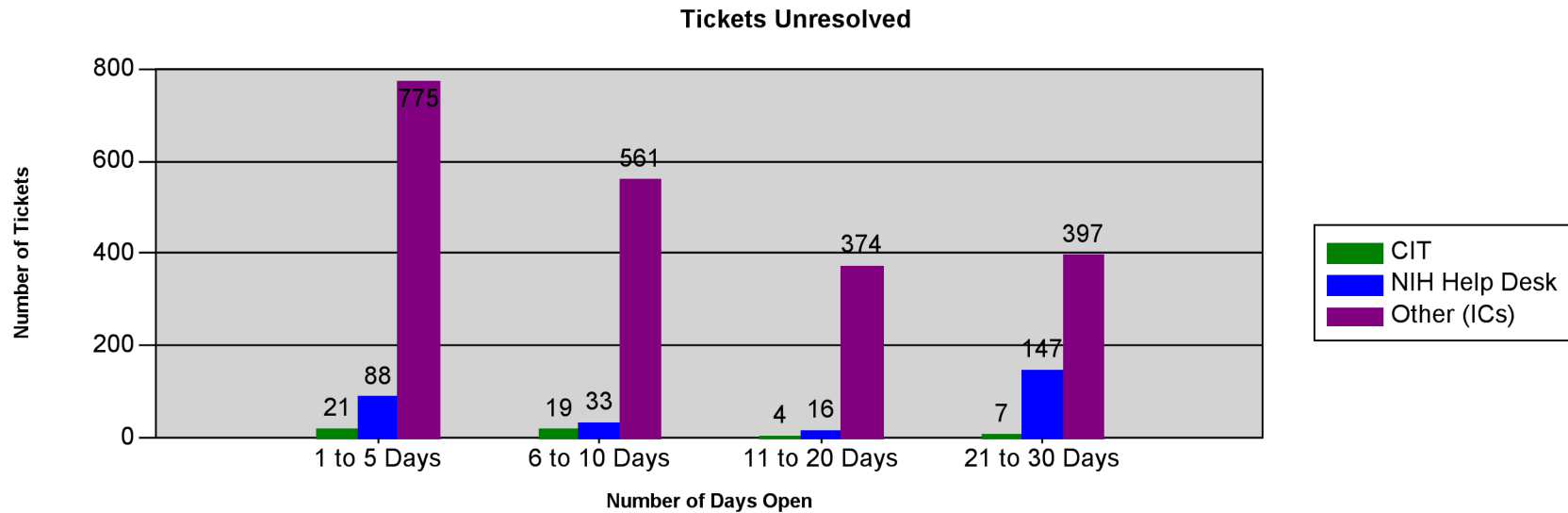
Total Tickets Still Open: 2442

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Tickets by Category, Sources, Tickets Closed and Unresolved

Tickets Unresolved

Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.